

Access to Information

Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However there may be other issues about which you would like further information and in this part of our website we explain how you can get such information.

Subject Access Requests under the Data Protection Act 1998

If you want to ask us for information which we may hold about you personally then this will be dealt with under the Data Protection Act 1998. This would include information relating to health records, employment and training records – anything which is limited to you as a person whether as a patient, employee or partner of any kind.

If you wish to make a Subject Access Request you should write to Customer Services at

NHS Blood and Transplant,
C/o Customer Services Department,
National Blood Service,
Colindale Avenue,
London,
NW9 5BG

E-mail: customer.services@nhsbt.nhs.uk

specifying the kind of information you wish to be made available to you and enclosing proof of identity – a formal document or bill with your name and address on it or your driving licence or passport. If you are requesting a copy of your medical records you must also enclose a cheque for £50.00 or £10.00 for any other kind of information personal to you.

Under the Data Protection Act 1998 we have 40 working days to provide the information you ask for. If you are unhappy with any aspect of the way in which we deal with your Subject Access Request you may complain to

Head of Service Quality,
NHS Blood and Transplant,
C/o National Blood Service,
Colindale Avenue,
London,
NW9 5BG

E-mail: customer.services@nhsbt.nhs.uk

Or to the Information Commissioner at
Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,

Cheshire,
SK9 5AF

Freedom of Information Act 2000.

Publication Scheme

In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible.

The Information Commissioner, who is responsible for monitoring and enforcing compliance with the Freedom of Information Act 2000, has drawn up what is called a Model Publication Scheme for all public sector organisations

(http://www.ico.gov.uk/Home/what_we_cover/freedom_of_information/publication_schemes.aspx) which we have decided to adopt and formally commit to. The Commissioner has also published a 'Definition Document for NHS Organisations

(http://www.ico.gov.uk/Home/what_we_cover/freedom_of_information/publication_schemes/definition_document_health_bodies_england.aspx) which sets out in some detail what his minimum expectations are as far as we are concerned.

We have reviewed the information we routinely put into the public domain to ensure we are compliant with the Definition document. You will be able to see where we don't hold relevant information or where for some reason we have decided not to routinely disclose information identified in the Definition document by referring to the Publication Scheme Guidance to Information (http://www.ico.gov.uk/Home/what_we_cover/freedom_of_information/publication_schemes/publication_schemes_eng.aspx).

Most of the information we make routinely available can be accessed through our website by using the search facility. Such information is continually updated. If you cannot find information through the search engine and we have indicated in the definition document that the information is routinely available this may be because the information cannot be loaded onto our website. In such circumstances please contact the Freedom of Information Manager, NHS Blood and Transplant, c/o Customer Services Department, (E-mail: Foimanager@nhsbt.nhs.uk) and ask for the information to be provided to you.

Accessing information which is not included in the Publication Scheme.

As an open and transparent organisation we are committed to routinely publishing as much information as possible; however if you want information which is not on our website or otherwise available through our guide to information you may ask us for it in accordance with further provisions of the

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Freedom of Information Act 2000 and of the Environmental Information Regulations 2005. Requests for such information should be sent to the Freedom of Information Manager,
NHS Blood and Transplant,
C/o Customer Services Department,
Colindale Avenue,
London,
NW9 5BG
E-mail: Foimanager@nhsbt.nhs.uk

By law we have to deal with such requests within 20 working days. If you make a request and are not satisfied with the way in which we deal with it you may ask us to review any decision we make. If you wish us to undertake such a review you should write to
Head of Service Quality,
NHS Blood and Transplant,
C/o National Blood Service,
Colindale Avenue,
London,
NW9 5BG
E-mail: customer.services@nhsbt.nhs.uk

Any review will normally be under the control and direction of a senior member of staff who had no involvement in the original decision or process

If you remain dissatisfied at the conclusion of any review you may complain to the Information Commissioner whose address is
Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Fees and Charges.

The Freedom of Information Act and the associated Fees Regulations stipulate that we cannot levy a fee for information unless there is a statutory basis for doing so or the amount of time taken to locate the information exceeds 18 hours. However we are allowed to charge for disbursements related to the provision of information and any reformatting requested by the applicant provided we ensure that applicants are aware of any charges which may be made.

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No charges will be made for any information accessed via our website. For any information which is provided in hard copy and where there is no statutory provision for charges our rates for photocopying, reformatting and Postage will be applied, details to follow.

If you want any further information about the provision of information or have any difficulty accessing information provided on our website please contact
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